Jason Gwon

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EDUCATION

Bachelor of Science in Computer Science   Expected Graduation: December 2024
College of Science and Engineering, University of Minnesota - Twin Cities   Minneapolis, MN

SKILLS

Programming Languages: Java, C, C++, C#, Python, OCaml, HTML, CSS, JavaScript, TypeScript, SQL, R, Assembly, OpenGL (Shading Language)
Frameworks/Tools: Node.js, Express.js, Figma, PUG, GitHub, .NET, MySQL, Visual Studio, Microsoft Office, Jamf, MS Active Directory
Languages: English, Korean

EXPERIENCE

IT Support Specialist   April 2024 – Present
University of Minnesota Office of Information Technology   Minneapolis, MN
- Collaborated with specialized teams to troubleshoot and resolve a variety of technology-related issues for University of Minnesota customers via phone, chat, and email, achieved a 96% customer satisfaction rate
- Created and managed tickets in TeamDynamix to track, prioritize, and resolve customer issues efficiently, ensuring timely responses and reducing resolution time
- Utilized a range of technologies including TeamDynamix, Citrix Workspace, BeyondTrust, Webex, WhenToWork, Slack, Jamf, MS Active Directory, and Zoom to proficiently resolve technology issues, enhancing customer satisfaction

Software Engineer Intern   December 2023 – April 2024
GenXCapital   Birmingham, UK (Remote)
- Spearheaded the development, maintenance, and user interface design of the company website, ensuring an exceptional user experience and effective communication of services, leading to a 65% increase in online engagement
- Orchestrated the development of a statistical arbitrage software using Natural Language Processing, significantly enhancing market signal identification, equity research, FX trading, asset management, and risk assessment, which resulted in a 10% profit from the initial investment
- Collaborated closely with data analysts and business analysts to leverage insights from multiple data sources, optimizing trading strategies and enhancing market competitiveness

Co-Founder   September 2023 – April 2024
Korean Computer Science Student Organization (KCSO)   Minneapolis, MN
- Coordinated teams to organize impactful events promoting collaborative learning within the Korean computer science community, resulting in a 70% increase in membership and strengthened community engagement
- Curated and maintained a comprehensive database of resources for KCSO members, enhancing access to academic tutorials, internships, and career opportunities

MIMS Specialist   January 2022 – July 2023
Republic of Korea Marine Corps   Incheon, Republic of Korea
- Administered technical support requests and initiated supplier-conducted technical inspections for the Military Intelligence Management System (MIMS), proactively diagnosing and resolving system and technical issues, ensuring timely repairs, and achieving 99% operational uptime
- Classified and analyzed special military intelligence, reporting to the Northwest Islands Defense Command and naval fleets, which strengthened military operations through precise intelligence management
- Supervised maritime monitoring and operational environment weather information for subordinate units, securing a seamless operational environment and enhancing situational awareness and mission readiness

Military Interpreter   February 2023 – March 2023
Republic of Korea Marine Corps   Incheon, Republic of Korea
- Interpreted and translated classified intelligence between United States Marine Corps and Republic of Korea Marine Corps intelligence cells, ensuring accurate communication of strategic plans for senior officers, including Lt. Gen. James W. Bierman Jr., Lt. Col. Jude Shell, and Lt. Col. Seungmin Lee, resulting in the successful completion and victory of a combined exercise

PROJECTS

Food Near U (Academic Project)   January 2024 – April 2024
- Designed 'Food Near U,' a user interface project that assists University of Minnesota students locate nearby food options
- Utilized Figma extensively for prototyping, iterative design enhancements, and user testing based on comprehensive user feedback

Personal Website (Personal Project)   January 2024 – February 2024
- Architected a personal website featuring intro, about me, experience, projects, resume, and contact information
- Crafted a user-friendly interface and attractive design through flawless integration of HTML, CSS, and Python

Microblogging Platform (Academic Project)   October 2023 – December 2023
- Developed a microblogging platform utilizing Express.js, PUG, and MySQL
- Implemented features such as post sorting, user authentication, profile picture uploads, and dark mode